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USPTO FACSIMILE COVER SHEET

To: Commissioner for Patents
Fax Number: (703) 872-9326
Date: June 13, 2005
Pages: 16 pages (including this cover sheet)

MESSAGE:

METHOD AND APPARATUS FOR INTERNET CUSTOMER RETENTION
Application No. 09/804,728
Examiner Y. Retta
Art Unit 3622

Amendment Transmittal
Petition and Fee for Extension of Time
Amendment

696.005

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Amendment Transmittal

Atty. Docket No. 696.005

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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JUN 13 2005

In re Application of : Srinivasan et al.
Serial No. : 09/804,728 Examiner : Y. Retta
Filed : March 13, 2001 Group Art Unit : 3622
For : METHOD AND APPARATUS FOR INTERNET CUSTOMER
RETENTION

HON. COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Transmitted herewith is an Amendment in the above-identified application.

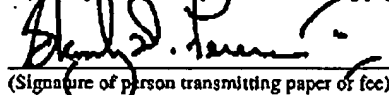
1. ☒ Applicant requests an extension of time to respond to the outstanding Office Action. A Petition for an extension of time is enclosed.
- OR
2. ☐ In the event that an extension of time is required, this conditional petition is being made to provide for the possibility that applicant has inadvertently overlooked the need for a petition and fee for extension of time.
3. ☒ Applicants claim Small Entity status under 37 C.F.R. 1.27.

CERTIFICATE OF FACSIMILE TRANSMITTAL

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being facsimile transmitted on (703) 872-9326 on June 13, 2005 to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Stanley D. Ference III

(Type or print name of person transmitting paper or fee)


(Signature of person transmitting paper or fee)

FERENCE & ASSOCIATES
Amendment Transmittal

Atty. Docket No. 696.005

5. ☐ Also enclosed: _____
6. ☒ No additional filing fee is required.
7. ☒ The filing fee has been calculated as shown below:

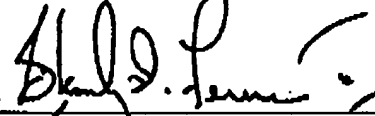
	Claims Remaining After Amendment (Col. 1)	Highest No. Prev. paid for (Col. 2)	Present Extra (Col. 3)	SMALL ENTITY			OTHER THAN A SMALL ENTITY	
				RATE	FEE		RATE	FEE
Total Claims	13	** 20	= * 0	x \$25	=	O R x	\$50	= 0
Ind. Claims	2	*** 3	= * 0	x \$100	=	O R x	\$200	= 0
<input type="checkbox"/> Multiple Dependent Claim Presented				+ \$180	=	O R +	\$360	=
				TOTAL	= \$0	O R	TOTAL	= \$

- * If the entry in Col. 1 is less than the entry in Col. 2, write "0" in Col. 3.
 ** If the "Highest No. Prev. paid for" in this space is less than 20, write "20" in this space
 *** If the "Highest No. Prev. paid for" in this space is less than 3, write "3" in this space.

8. ☐ Applicant encloses herewith a check for \$_____ to cover the filing fee.

Respectfully submitted,

FERENCE & ASSOCIATES

By 
 Stanley D. Ference III
 Reg. No. 33,879

Dated: June 13, 2005**Mailing Address:**

Customer No. 35195
FERENCE & ASSOCIATES
 409 Broad Street
 Pittsburgh, Pennsylvania 15143
 (412) 741-8400
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Atty. Docket No. 696.005

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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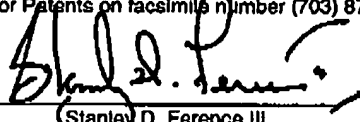
JUN 13 2005

In re Application of : Srinivasan et al.
Serial No. : 09/804,728 Examiner : Y. Retta
Filed : March 13, 2001 Art Unit : 3622
For : METHOD AND APPARATUS FOR INTERNET
CUSTOMER RETENTION

June 13, 2005

AMENDMENT

I hereby certify that this correspondence and any documents referred to as enclosed therewith are being transmitted by facsimile to the Commissioner for Patents on facsimile number (703) 872-9306 on June 13, 2005.


Stanley D. Ference III
Reg. No. 33,879

June 13, 2005
Date of Signature

Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Sir:

Responsive to the Office Action dated January 12, 2005, please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on Page 2 of this paper.

Remarks begin on Page 5 of this paper.